

8/30/2004

Questions and Answers for RFI OAH 0408-01

Question:

The RFI states 62 full time ALJs and 52 contracted ALJs using the system. Is it possible to get a count on how many administrative support staff and will the court reporters use the system?

Answer:

The Office of Administrative Hearings has approximately 30 Administrative/Support Staff. Court Reporters will not use the system.

Question:

What word processing application does everyone use?

Answer:

The standard word processing application is Microsoft Word XP (2002) service pack 3.

Question:

Is there a need for remote data transfer?

Answer:

Currently, there is no remote data transfer although it is a possibility in the future.

Question:

Do I need to send in a hard copy of my intent to respond letter or I can email it to you?

Answer:

A hard copy must be received; in addition, you may also send an electronic copy.

Question:

The RFI is due on September 9th. If need be will you be available to answer questions after the 31st?

Answer:

No, questions must be received by August 31st. We have to post all questions on the website and allow time for all interested parties to read them.

Question:

What vendors were invited to respond to the RFI?

Answer:

Some 20+ vendors have responded to the RFI. I am not sure if I am able to give the names of the vendors and will have to defer to Dennis when he returns next week.

Question:

We understand that the questions period is 8/23/04 through 8/31/04. Is that correct?

Answer:

Yes, that is correct.

Question:

Will we get responses to our questions prior to the end of the questions period, so we may ask follow up questions, if necessary for clarification?

Answer:

Yes, your questions will be posted on the OAH website for all interested parties to read.

Question:

What is the target date/timeframe and State fiscal year for purchasing the new case management system and beginning its implementation?

Answer:

The tentative date for the release of solicitation is 10/30/04. The tentative purchase year is fiscal 04/05. The tentative implementation dated should be December or January.

Question:

Will DGS Fiscal continue to generate bills for OAH services, or will the OAH take on this function?

Answer:

DGS Fiscal will continue to generate bills for OAH services.

Question:

If the DGS continues to generate bills, can we assume that the new case management system for the OAH does not need a component that generates bills/invoices and tracks accounts receivable?

Answer:

OAH still needs to generate billable information that is sent to DGS Fiscal. In addition, OAH does bill directly for transcripts and Public Works Contract Arbitrations. So, yes the new case management system should be able to generate bills/invoices and track accounts receivable.

Question:

Does DGS Fiscal provide all the accounting for the OAH, such that the OAH does not need an accounting system (general ledger and accounts payable) as part of the case management system?

Answer:

As stated in the answer above, the new case management system should include a general ledger and accounts payable system.

Question:

Does the new case management system need to support OAH administrative staff budgeting and HR activities (Section 3.3)? If so, how?

Answer:

The new CMS system should include the ability for an Administrative Law Judge to enter billable time (by billable code) for each day he/she works. The billed time needs to be associated with the case number and client agency. No other HR activity is needed. (i.e. payroll)

Question:

Please provide configuration information for the Optiplex Gx260 workstations.

Answer:

Processor: P4 2.26 ghz
Memory: 256 mb
Storage: 18.6 gb
Floppy drive, CDrom drive, 2 USB ports, Network Card.
OS: (Windows 2000 professional SP4)

Question:

What are the configurations for each of the existing servers (i.e., Make, Model, Processor, number of Processors, Operating System, total RAM, total Hard Disk Capacity, Hard Disk Configuration)?

Answer:

Case Management SQL Server: Dell PowerEdge 2450
Processor: DUAL 733 MHZ

Memory: 512mb
Storage: 4 x 18gb Hard Drives (RAID 5)
OS: WINNT 4.0 SP6 (Will upgrade to W2k)

PWCA SQL Database: Compaq Proliant 5500
Processor: Dual 200 mhz
Memory: 256mb
Storage: 4 x 4.3gb Hard Drives (RAID 5)
OS: Windows 2000 server SP 4

Question:

What is the configuration of the existing Citrix Server?

Answer:

Citrix Server: Dell PowerEdge 2550
Processor: Dual 933MHZ
Memory: 512mb
Storage: 4 x 18gb Hard Drives (RAID 5)
OS: Windows 2000 SP4, Citrix Metaframe v1.8

Question:

Can the OAH provide us with examples of the required or current user, staff, and management reports? This would help us estimate both the extent of system set up to be able to generate the reports, and also the extent of report definition.

Answer:

Yes, I will add the reports document to the website for download.

Question:

The cost of conversion varies depending on the type and number of different systems we must convert the data from. Sections 5.9.13, 5.9.14, 5.9.15, 5.9.3, and 5.9.10 refer to several different systems currently containing data related to case management. For each of the systems that we will need to convert data from, please briefly describe the system and what kind of data is in that system. When a database engine is used, please include the type of database the data is contained in (e.g., Access V#, SQL Server V#.)

Answer:

The data will come from two different MS SQL 7.0 databases one from the Case Management Server the other from the PWCA database server. The data dictionary for the existing case management database is located on our website. The PWCA database is a small database with about 1000 records.

Question:

The cost of services varies depending on how much support we would need to provide and how much involvement the client will provide. To help us estimate the cost of our services, can you please tell us how much implementation staffing the OAH and DGS are able to provide (in full-time equivalents) and who these people would be (e.g., provide position descriptions for each type of person)?

Answer:

Currently, OAH only has one full time system administrator. It may be possible to temporarily pull DGS IT staff during the implementation as necessary.

Question:

What brand and version of word processing and desktop suite software do the OAH user workstations and Citrix Server run (e.g., Microsoft Office XP Professional)?

Answer:

Microsoft Office XP Professional

Question:

Does the OAH have MS Office licenses for all users, and, if yes, what is the version of MS Office?

Answer:

Yes, MS Office XP Professional

08/24/2004

Question:

Is there a required format for the State mandated monthly billing report?

Answer:

Yes, I have posted the document on our website.

Question:

Do you have one of the following Document Management Systems: iManage/Interwoven, Hummingbird/PC DOCS, or WorldDox? If yes, please provide the version number.

Answer:

We currently use a product called ISYS that indexes our Proposed Decisions. If a vendors product uses a third party document management that would be acceptable.

Question:

Can you please describe the Arbitrator selection process for the PWCA that you want supported by the new Case Management System.

Answer:

I have posted the arbitrator selection process on our website.

08/25/04

Question:

Does the OAH have a litigation support system to manage evidentiary documents? If so, what system is used and do you have licenses for all the necessary users?

Answer:

No, OAH would like to head in that direction.

Question:

How important is it for the ALJs to have additional features to review and make comments on transcripts and evidentiary documents?

Answer:

This is a low priority.

Question:

What transcript format(s) does the OAH use?

Answer:

OAH contracts with court reporting services that produce the transcript. OAH is only concerned with tracking the transcript process associated with a specific case. (We bill the party's and request the transcript. We act as a middle man.)

Question:

What hardware does the OAH have for scanning/imaging?

Answer:

Each of our offices has a single page flatbed scanner.

08/26/04

Question:

How many staff are assigned to each office (Sacramento, Oakland, San Diego, Los Angeles) and what are their roles (ALJ, staff, sys admin, etc)?

Answer:

Sacramento: 6 Support Staff, 6 Admin, 1 Sys Admin, 10 ALJs

Oakland: 3 Support Staff, 10 ALJs

Los Angeles: 10 Support Staff, 16 ALJs

San Diego: 3 Support Staff, 8 ALJs

Question:

Section 4.5 seems to contemplate an automated data exchange between OAH and DGS to replace the Excel method. Is that what is sought?

Answer:

A migration from the current Excel method is all were asking.

Question:

If the data exchange between OAH and DGS is sought, would it be one way (OAH to DGS) or bi-directional (data updates both directions)?

Answer:

It would be a one way exchange (OAH to DGS).

Question:

Are there any plans to, or interest in, using XML/SOAP to exchange data between the OAH and other data systems?

Answer:

Yes, this could be a future path for data exchange between OAH and it's customers. OAH currently creates reports it sends out to client agencies in a PDF format. Converting these reports to XML/SOAP would be a value added benefit to our customers.

Question:

Section 5.1 reads "Please describe the Internet support your solution offers." What is meant by "Internet support?"

Answer:

I believe the question is referring to web based legal research. It could also refer to Internet based patching.

Display appropriate case information over the internet.

Allow users to view calendar over the internet.

Users submit, update information over the internet.

Post public information over the internet.

Question:

Section 5.5 describes "hearings that are not specifically assigned to a person or location for a certain day." Please explain this in more detail.

Answer:

This refers to an "overset", OAH over-books hearings each day. This means that there are hearings that are not assigned to a judge. OAH needs to be able to view these hearings and assign them to judges when necessary each day.

Question:

Section 5.9.1 mentions "personal data." What do you mean by that?

Answer:

Personal data means: respondent name and addresses, Employee names and addresses.

Question:

Section 5.9.1 mentions "personal data." Which user groups should and should not see this data?

Answer:

OAH would like agencies to be able to log into our system to view their specific information such as, cases, hearings, case status. This requires setting up users that are only able to view specific information. Ideally, they would be able to log in through the Internet.

Question:

Section 5.9.7 reads that staff need the ability to see "why a case is delayed." What is meant by "delayed?"

Answer:

During the course of a Hearing, the hearings may be "cancelled" or delayed for a specific period of time. This is called a "continuance". OAH needs to be able to track the "reasons" for the continuance.

Question:

Section 5.9.7 reads that staff need the ability to see "real time case status." What do you mean here?

Answer:

When a Sacramento staff changes case information, that information needs to show immediately in our Los Angeles office.

Question:

Section 5.9.14 mentions the missing feature set for "reconcile the dollar amounts and payments." Please explain what is sought.

Answer:

For Public Works Contract Arbitration Cases, OAH contracts with Arbitrators who conduct arbitrations for OAH. Parties in each case submit fees to pay for the arbitrator and case

administration up to the contract amount. OAH tracks these payments associated with each case and then pays the arbitrator through DGS fiscal. OAH needs the ability to track contracts (dollar amount), payments from the parties, and payouts to the arbitrator.

Question:

Section 5.9.14 mentions the missing feature set for assigning arbitrators randomly by location. Please explain the vision for the desired solution.

Answer:

Please read the document on our website that explains the arbitrator selection process.

Question:

Section 5.9.20 discusses "electronic filing of cases." In your vision, who is filing what information in which formats?

Answer:

Currently, OAH receives "Request to Set" Word documents from attorneys in client agencies by email. (Currently, only the Department of Development Services does this). Ideally, OAH would like to setup an Internet based form that would allow agencies to log in and submit a "Request to Set". The information on the form would automatically populate in to the case management system.

Question:

Does OAH have a specifically allocated budget for this procurement? If not, when should that occur?

Answer:

A specific amount has not been determined. One of the reasons for this RFI is to determine the amount of budget needed.

Question:

What is the absolute or expected "must not exceed" budget for the case management portion of the project?

Answer:

The amount of budget has not been determined yet.

Question:

The information provided on number of ALJs and staff per office location indicates a total count of 73. We assume that contracted ALJs are not included in this count. For training assumptions, can you provide the total number of ALJs (full time & contract), and total number staff/admin that will need to be trained in each of the four offices?

Answer:

You can use the number of 73 for training. We will only provide training to the full time staff. There will probably be 2 other IT support people who will be trained also for a total of 3 IT support.

Question:

Previous questions have revealed that OAH wants General Ledger, Payables and Receivables; are these functions to be limited to the functionality described in this RFI, i.e. billing , passing on of timekeeping data and Accounts receivable? Is there any interface with any other General Ledger system?

Answer:

There is no other interface.

Question:

Does OAH actually collect money?

Answer:

In the form of checks and credit cards.

Question:

How does DGS Fiscal report back to OAH that an invoice has been sent? Does OAH need to tell them that a bill has been paid or does DGS Fiscal receive payments?

Answer:

OAH received payments from the parties. OAH deposits the checks in to a "suspense" account. Arbitrators send bills to OAH. OAH forwards the bill to DGS Fiscal for payment. OAH is responsible to make sure the accounting is correct.

Question:

Exactly what "billing services" does OAH provide for the hearing staff?

Answer:

We do not actually bill directly. We create the billable information and forward it to DGS fiscal in the form of an Excel spreadsheet.

Question:

The RFI indicates that the current system does not do Budget Forecasting and Workload Scheduling; is this desired as part of the response? Can it be an option?

Answer:

Workload scheduling is necessary. Budget Forecasting is optional.

Question:

Is the OAH involvement with CSLB limited to arbitration, or does OAH track licensees in general? Is it involved in the issuance of licenses?

Answer :

OAH no longer hears CSLB arbitrations, but it still hears CSLB cases. OAH does NOT issue licenses and does not track licenses.